



Weekly Information & Communication



September 28, 2015

## Appointment Reminder Service – We Need Your Feedback

Montana WIC is making text and phone call appointment reminders available to all agencies statewide in order to improve no-show rates. This service sends a text message or automated phone call to every participant with an upcoming appointment or that missed an appointment. The scripts for these messages are short and to-the-point, and are the same for all agencies. Click [HERE](#) to view the scripts for the different appointment types.

To receive a text message reminder, participants must send an opt-in text. All other participants will receive phone call reminders, unless they call a number to opt-out. Please contact me if you have any concerns about this.

Reports about message deliveries are sent to each agency. Please email [Kevin](#) with the name, email, and phone of the person at your agency you would like to receive the reports. As we prepare to roll this service out statewide we will let you know more about it including upcoming training dates.

## October 1st Local Agency Conference Call

Our local agency conference call is this **Thursday, October 1st beginning at 9 am**. Please review the [agenda](#) for phone and Webex information. We will record the call like we did last time. It is expected that at least one person from each agency attend the call, if this is not possible, listen to the recorded call. Please SHARE this information with your co-workers.

## New Option in M-Spirit

After our site visits with the FNS, we decided to change the goal selection in M-Spirit. The goals need to be participant centered and measurable. The only option that will appear is “The participant centered goal is...”. Beginning October 2, you will need to type the specific goal into the SOAP Note. More information will be provided during the conference call on October 1.

## Forms/Brochures/Booklets/Posters Ordering

It is time to order! Please use the current order form found [online](#). For accuracy please do not use previous order forms. This order must last your agency until May of 2016. Orders are due by October 15<sup>th</sup>. Send all orders to Leah at [lsteinle@mt.gov](mailto:lsteinle@mt.gov).

## New M-Spirit Release

M-Spirit upgrade 2.22.03 is scheduled for release to the WIC clinics on Oct 1st. The release will contain the following correction: SPIRIT allowed the issuance of a one-year old package (whole) to a two-year old who should've been receiving 1% or skim milk. SPIRIT did not require a food prescription dated for the second birthday. Please remember:

1. After the upgrade is deployed your computer will automatically update the next time you log on. If you log off and log on again Thursday afternoon (10/1/15), your system will start the update then.
2. If your clinic is known to have bandwidth problems, please remember to allow time for the upgrade. Bandwidth issues will cause the upgrade to take up to half an hour, sometimes longer. Initiating the upgrade early will help avoid delayed appointments. Therefore, if you plan to log off on Thursday at close of business and log in Friday morning, you may want to block your schedule for the first half hour or come in a little early.
3. You must reset local reference data the next time you log on.
4. Call the helpdesk with ANY questions or concerns.

## October Outreach Idea

For the month of October, try hanging WIC pamphlets or posters at thrift stores and goodwill stores. Especially with the Holidays right around corner, people may be frequenting 2nd hand stores more often.

## October Time Study Reminder

October is another time study month. Please start recording your activities this Thursday, Oct 1st. Just as a reminder, supervisors cannot record time for their employees. Also, any and all activities must be recorded. Thank you everyone for your work on this. If you have any questions, please contact Kelly at 444-0909.

## Montana Diabetes Conference

Join the Montana Diabetes Program for the 18th Annual Montana Diabetes Professional Conference, in Kalispell at the Red Lion on October 22 - 23, 2015. This exciting & informative conference provides state-of-the art training for healthcare professionals in diabetes prevention, education, and clinical care. [Learn more](#) and [register today](#).

## Mark Your Calendars for Montana Crunch Time

Montana Crunch Time is a statewide event to celebrate Food Day and National Farm to School Month in Montana by crunching into locally and regionally grown apples on **October 26, 2015 at 2:00 p.m.** The Office of Public Instruction, Montana Team Nutrition Program, National Center for Appropriate Technology (NCAT), FoodCorps Montana, Eat Right Montana, and other statewide partners have created a guide to help every Montanan crunch into a delicious apple this October. [Learn more](#) about Montana Crunch Time, and register to receive your guide and other resources. Call Aubree Roth, Farm to School Coordinator, with questions at (406) 994-5996.

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